

## Frequently asked questions

**Who is eligible to receive a military ID?** Military ID cards can be obtained by active duty, Reservists, retirees, 100 percent disabled vets, current dependents, civil service employees, government contractors, and non-appropriated fund employees.

**How do I make an appointment?** We encourage all customers to make an appointment online to avoid extended wait times. Please use the following link to schedule your appointment:

<http://appointments.cac.navy.mil>

Be sure to schedule an appointment for:

*Personnel Support Detachment, NAS Jacksonville*

**What do I need to get an ID?** To obtain a military ID we do require two current (unexpired) and valid forms of ID. The sponsor must be present or DD Form 1172 or valid power of attorney. For additional requirements please see the ID Card Fact Sheet link. CAC cards are renewed up to 90 days in advance; all others are renewed up to 30 days in advance.

**How do I get on base with a lost or stolen ID?** Without a valid military ID, Base Security requires you to have a temporary pass. Temporary passes require a **valid driver's license, vehicle registration and proof of insurance**. Each person requesting a temporary pass must be sponsored by either a military member or a base civil service government employee prior to driving onto the base. Only persons who have been sponsored can be issued a temporary pass. Unless a valid DD Form 1172 for dependents is presented. For more information about base access please see the Base Entry and Pass & ID Requirements in the Security section or call Pass & ID Office at (904) 542-5219.